

RESTHOME & HOSPITAL INFORMATION PACK

PLEASE READ IN CONJUNCTION
WITH THE ADMISSION AGREEMENT



Bethsaida

REST HOME • HOSPITAL • RETIREMENT VILLAGE

Relax. You're in good care.



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WELCOMING YOU TO

BETHSAIDA RETIREMENT VILLAGE, COMPRISING OF HOSPITAL, REST HOME AND VILLAS

A friendly, continuing care retirement community, delivering the highest standard of care and comfort, for you to enjoy your retirement life.

A FULFILLING RETIREMENT LIFESTYLE

At Bethsaida Retirement Village our focus is on people not profits, ensuring that our residents receive high-quality care and enjoy excellent comfort within a secure and inclusive retirement community.

We encourage and support resident independence, provide stimulating activities, and respect cultural and religious beliefs. It's important to us that our residents can live dignified, fulfilling lives while feeling cared about at all times.

As a Bethsaida Retirement Village resident, you can expect to be part of a genuinely friendly, harmonious environment where you can make new friends and enjoy a relaxed and happy life.



MANAGER'S WELCOME

On behalf of the management and staff of Bethsaida Retirement Village, I'd like to take this opportunity to personally welcome you to our caring community.

In this pack you will find useful information about our facilities, continuous care options, services, day-to-day activities to help you become familiar with our general routines and the policies that guide us. This information pack has been provided to help you settle in and to answer some of the questions you may have. Please keep this handy for future reference.

Our residents enjoy a large variety of activities and interesting outings to provide companionship and keep everyone entertained and active. You can make friends and have the flexibility to choose to participate as much or as little as you like.

For residents joining our rest home and hospital level care facilities, we develop individualised Care Plans and encourage your input regarding your needs and specific care requirements. If you are unable to provide this information yourself, this can be provided by your family or a person advocating on your behalf. We have enclosed brochures from the Health & Disability Commissioner relating to your rights and how to contact the Health & Disability Commission Advocacy Service.

The Bethsaida Charitable Trust's Board of Trustees and our staff are committed to doing everything possible to make your new home comfortable, so you can enjoy your life here.

If you have any questions or require further information at any time, please don't hesitate to speak with a member of the administration or management team.

Kind regards

Kyla Hurley
Village Manager



BETHSAIDA CHARITABLE TRUST

FOR US IT'S ABOUT PEOPLE, NOT PROFITS

The Bethsaida Charitable Trust was established in 1973 as a not for profit charitable organisation, which means our focus is on people rather than shareholder dividends, and revenue is used to enhance the lives of our residents.

The Trust is committed to providing quality care, in a comfortable, secure and harmonious environment where residents can enjoy a relaxed and happy life. Maintaining dignity, privacy and respect for resident's cultural and religious beliefs, along with encouraging independence and stimulation, is core to everything we do.

BOARD OF TRUSTEES

Our Board of Trustees are all local people who dedicate their time and expertise voluntarily. Trustees bring a wealth of experience and skills from their diverse backgrounds and many have held their positions for a number of years, ensuring management continuity.

Through the commitment of these hard-working individuals and their effective overall management of Bethsaida Retirement Village, we continue to deliver a consistently high level of comfort, care and security to our residents.

MANAGEMENT OF BETHSAIDA CONSISTS OF:

- Board of Trustees: Six citizens who attend to matters at a governance level.
- Village Manager: Ensures the smooth day-to-day running of the facility and leads the cultivation of a supportive environment.
- Clinical Nurse Manager: Ensures that best practice and the high standards of care are maintained.

CREDENTIALS & STAFF

MEMBERSHIPS

Bethsaida is a member of the following organisations:

- Retirement Villages Association of New Zealand.
- New Zealand Aged Care Association.
- CareerForce I.T.O.

OUR PEOPLE

Village Manager: Kyla Hurley

- Kyla is supported by:
- Clinical Nurse Manager.
- Registered Nurses.
- Health Care Assistants.
- Diversional Therapists.
- Cooks and Kitchen Staff.
- Housekeepers.
- Gardening and Maintenance Staff.
- Administration Staff.

ELIGIBILITY TO ENTER A REST HOME

To confirm eligibility for entry into rest home or hospital level of care at Bethsaida, you must be assessed prior to entry. This can be arranged through your Medical Practitioner, with assessments undertaken through any of the following organisations:

- Needs Assessment and Service Coordination (NASC) service agency.
- Support Works, our local NASC agency.
- Assessment Unit Service Coordinators at Wairau Hospital.

LOCATION

We are located at 66 Litchfield Street, Redwoodtown, Blenheim. You and your family will find that our village has much to offer and is situated in two hectares of beautiful, park-like surroundings conveniently close to the heart of Blenheim for easy access to local amenities, cafes, bowling clubs and shops. Residents enjoy the freedom to come and go as they please.

FACILITIES

Our facility is purpose built to meet the changing needs of our residents, with comfortable, specifically designed accommodation providing a variety of accommodation and care options. This is comprised of 43 independent living villas and 57 combined rest home and hospital level care rooms.

All buildings are single-storey, well planned and wonderfully warm with double glazed windows and heat pump/air conditioning units in each room to meet individualised temperature preferences. Our five large and smaller sunny lounges provide wonderful spaces for socialising and family visits, participating in our various activities or simply as a place to relax.

We have a Personal Care Salon and a library with its numerous books, games and puzzles, which is a great place to spend some quality time.



REST HOME CARE

WHERE COMFORT MEETS CARE

Our Holmdale and Youell wings have beautiful new rooms designed to deliver excellence of care. Each room has its own ensuite, position-controlled hospital bed and pressure mattresses for optimum rest and comfort. Beside each bed is an easy to access call button ensuring that if required, assistance is never far away. Completing the room is bedroom furniture and an armchair in which to enjoy a view of the garden or lawn, accessed through a ranch slider door in some rooms.

Residents are very welcome to bring their own single beds and comfortable chair if they prefer (if practical), along with other personal items to make these light and spacious rooms into their own cosy space. All rooms have their own heat pump/air conditioning unit to adjust the temperature to meet individual preferences and comfort.

Our individual Care Plans include meal service with all dietary requirements overseen by a Dietician and Nutritionist. You can enjoy daily breakfast served in your room, with lunches and dinners in our dining room.

Individual Care Plans, Activities Programme, laundry and meal service are all included.



HOSPITAL LEVEL CARE

PATIENT-CENTRED CARE

Our hospital level care is patient-centred and encompasses current best practices, providing for those who have significant medical needs, with most people requiring full assistance to move around.

A Registered Nurse led team of qualified and fully trained caregivers ensure that our residents receive the highest level of care around the clock, giving you and your family peace of mind.

We are fully equipped with hospital level equipment such as position-controlled hospital beds and pressure mattresses for optimum rest and comfort, pressure relieving aids, hoists and wheelchairs to safely provide for all levels of mobility.

Our lovely light rooms are designed for excellence of care and are generally larger, have their own ensuite bathrooms for privacy and a ranch slide door in some rooms, opening out to either a lawn or well-tended garden area.

As with our rest home care, residents are very welcome to bring personal items to make these spacious rooms their own. All rooms have their own heat pump/air conditioning unit to adjust the temperature to meet individual preferences and comfort. Individual Care Plans include all dietary requirements overseen by a Dietician and Nutritionist. Daily breakfast is served in bed, with lunches and dinners in our dining room. Meal trays are served to residents wishing to eat in their own rooms for some quiet time or for those that are immobile.

Individual Care Plans, Activities Programme, laundry and meal service are all included.



VILLAS

SPECIFICALLY DESIGNED

Our 43 attractive, light and spacious one or two room villas offer independent living while enjoying an inclusive village environment. Bethsaida Retirement Village is the only Blenheim rest home offering villas to rent along with villas to purchase under an Occupational Right of Agreement.

Our range of villas starts with smaller one bedroom villas, which are available for people requiring financial support to provide accommodation for themselves, through to modern two bedroom units which are available at market rents. Residents of the rental units enjoy the same benefits as those who finance their own units.

All villas are specifically designed and purpose built to meet the changing needs of older people and are newly decorated in neutral tones, so that your personal touches and belongings can be added to make them in to your home. Villas are furnished with an oven, carpets, drapes, blinds, heat pump/air conditioning unit, ensuite with walk in shower, laundry area and ample storage. Kitchens are carefully laid out with modern appliances, but if you don't feel like cooking, you can have meals in our Rest Home dining room or these can be delivered to your Villa. A menu will be delivered to your Villa each week for you to order from, it's simple to arrange. Separate garaging is also available.

Each day our staff call or visit villa residents, to say hello and keep everyone connected with the village.

As villa residents you are very welcome to take advantage as much or as little as you like, in all village activities and you'll receive a monthly timetable to help plan ahead.

Please refer to the separate 'Information for Villa Residents' pack, which provides details specific to villa residents.



CARE SERVICES

Industry-qualified staff know every resident by name and are led by on-site Registered Nurses available 24 hours a day for peace of mind.

INDIVIDUAL CARE PLANS

To provide care that is completely individualised for each resident, a Care Plan is prepared by our Registered Nursing staff which includes information and input by the resident and their family.

Individual Care Plans include the following information:

- Nutrition, dietary preferences, hydration assessments and support strategies.
- Mobility assessments and support strategies.
- Assessment for pain management strategies.
- Skin and wound care instructions.
- Continence assessment and management strategies.
- Grooming and hygiene interventions.
- Rest/sleep special need requirements.
- Psycho-social needs and preferences.
- Behaviour management plans.
- Clinical assessment and management strategies to meet specific needs.

Care Plans are regularly reviewed, with ongoing monitoring of all aspects of health, allowing us to pre-empt illness and promote healing if illness occurs.

Our residents' health, safety and enjoyment of life are of the utmost importance to us.

The following services can be accessed to ensure quality of life and the appropriate provision of care. Some services require referral by a Medical Practitioner.

Ambulance	Podiatrist
Optician	Medical Laboratory
Dentist	Resident Meetings
Patient Advocates	Medical Practitioner
Dietician	Speech Therapy
Pharmacy	Needs Assessment Co-ordinators
Hairdresser	Support Works
Physiotherapist	Older People's Mental Health Team
Library	Taxi

FOOT CARE

Podiatrists visit on an 8 weekly cycle or by arrangement, to provide foot and toenail care for residents who require this specialist service. The cost is met by the resident.

MEDICAL PRACTITIONER

For continuity of medical care, residents retain their current Medical Practitioner while living in our facility. Please discuss this with your Medical Practitioner prior to entry, to ensure he/she can accommodate your wishes of attending to you at Bethsaida. We do ask that Medical Practitioners abide by Bethsaida Trust policies and procedures.

If they would like information about our policies, please ask them to contact:

Kyla Hurley

Village Manager

Phone 03 578 3341 ext. 4 or 027 275 4527

MEDICATION

All medication is controlled by our nursing staff and is strictly monitored to ensure that your individual medication is safely administered. Poswilllo Pharmacy provides our residents' prescribed medications in sealed blister packs to help manage medication regimens and provide additional safety.

MANAGING YOUR CARE

Our Registered Nurses will organise for your Medical Practitioner to visit you soon after you move into Bethsaida Village and then three-monthly visits after that. Additional visits can be requested, if required. For residents who prefer to visit their Medical Practitioner at their surgery, this can usually be arranged.



MEALS & DAILY MEAL ROUTINE

A wide variety of home cooked meals and delicious home baking is enjoyed by residents and their family by arrangement. Fresh fruit is available at any time. Special dietary needs are all catered for and are included in each resident's individualised Care Plan. The menu is adjusted on a seasonal basis taking advantage of in-season fruit and vegetables. We welcome your ideas in relation to meals.

DAILY MEAL ROUTINE

TIME	MEAL	SERVED
7:30 – 8:30am	Breakfast	Residents' rooms
10:00am	Morning Tea	Lounges or resident's rooms
12:00pm	Lunch – main meal of the day followed by dessert	Dining room
3:00pm	Afternoon Tea	Lounges, dining room and residents' rooms
5:00pm	Light Dinner soup, a savoury dish and fresh fruit	Dining room
7:00pm	Supper	Lounges or resident's rooms

Food and refreshments are available outside these times by request. Meal trays are served to residents wishing to eat in their own rooms.

DIETARY & MEAL REQUIREMENTS

Our individual Care Plans include all dietary requirements overseen by a Dietician and Nutritionist. As part of the admission process we ask you about your dietary needs, preferences and dislikes. We have extensive, nutritious and well-balanced menus, in consideration of individual resident's preferences. To support meal enjoyment, we provide appropriate eating utensils such as modified cutlery, lipped plates or drinking cups.

To ensure that you are maintaining good health with appropriate nutrition, each care facility resident's weight is monitored on admission and monthly, or upon the request thereafter of a resident's own Medical Practitioner.

THE PRIVACY ACT

YOUR PHOTO/PUBLICATION OF YOUR NAME

In order to comply with the New Zealand Privacy Act 1993, we require written permission to photograph you for our records, or for inclusion in the minutes of Residents' Meetings. A permission form is included in your documentation.

HOUSE POLICY IDENTIFICATION OF BELONGINGS

House policy for identification of safekeeping, storage and maintenance of personal belongings: Management will ensure all due care in handling, cleaning and safe storage of personal effects and clothing; however, the management cannot under any circumstances be held responsible for loss or damage.

All furniture, furnishings and bedding are supplied; however, we invite residents to bring their own items into our facility to enable a homely atmosphere. We do request that as long as items are labelled and meet the requirements and standards of the home and approval of management, this is acceptable. All electrical appliances will be safety checked and tagged by our maintenance person. **Please Note:** Electric blankets or hot water bottles are not permitted.

All personal items must be permanently labelled i.e. glasses, hearing aids, walking frames etc. Clothing must have name labels securely in place. It is the relative's responsibility to maintain residents clothing and ensure they are in good condition and are appropriate. Staff will advise relatives where appropriate, if clothing is in need of replacement.

All items of furniture must be clean, safe, and maintained to a high standard in line with management requirements.

Relatives, in conjunction with residents, will be responsible for the continuing maintenance and replacement as necessary, of the above-mentioned items and those items used within Bethsaida as individualised equipment.

Relatives may be asked to store items excess to requirements due to limited storage space.

Relatives in conjunction with residents are responsible for returning hired or borrowed equipment, where it is no longer required, i.e. walking frames, wheelchairs, crutches etc.

On admission all personal items and valuables will be documented by staff, and storage area noted.

GENERAL POLICIES

Our Term & Conditions of admission are included in the Admission Agreement. Bethsaida Village is a smoke-free environment, as are all of the facility vehicles. Residents are responsible for handling their own affairs, unless otherwise indicated.

All information gained during service provision will remain confidential in accordance with the Privacy Act 1993 and the provision of the Health Information Privacy Code 1994. Where our Agreement with the Ministry of Health requires us to, we may pass on contact details for relatives or nominated persons in order to allow the Ministry to contact them for the purposes outlined and in accordance with the terms of our Agreement.

Staff are not permitted to accept gifts of any value.

Management reserve the right to change a resident from one room to another if deemed necessary. This will only be in rare circumstances and will be done with family/whanau consultation.

Bethsaida Trust recognises the importance of the Health & Safety in Employment Act 1992 and is committed to the protection of each of our employees, residents, visitors and property from accidental injury or harm. To this end, residents may be requested by management to comply with Health & Safety regulations pertaining to their property or actions.

It is the responsibility of the resident to arrange personal insurance for personal items of value.

It is a requirement that a new resident appoints a solicitor and has a current legal Will, and an Enduring Power of Attorney (Welfare), with a separate Enduring Power of Attorney (Business).

ENVIRONMENT

The decor has neutral tones and full carpeting.

SMOKE-FREE

Our facility is classified as a smoke-free environment. Residents who wish to continue smoking are requested to smoke outside in accordance with our smoking policy which is available on request. Please speak to the Manager for the location of a suitable smoking area.

QUALITY OF LIFE

We endeavor to create an environment in which independence can be maximised. All residents are treated as individuals, including maintaining the privacy to which they were previously accustomed. Bethsaida offers as much company or solitude as each resident desires, with ample room in our lounges.

ACTIVITIES PROMOTING QUALITY OF LIFE

At Bethsaida our Activities Co-ordinator and Diversional Therapist organise and facilitate a monthly calendar programme of activities, which is run 6 days a week, with participation being voluntary. We have outings and events to meet a huge variety of interests and abilities, as we believe in providing inclusive, stimulating opportunities to socialise and keep active. We encourage communication and a supportive atmosphere is developed, increasing resident confidence and independence.

Your ideas for activities are always welcome. Visitors are encouraged to assist with these activities where they feel comfortable doing so.

Some of the regular activities and visiting groups are:

- Visits from Church groups.
- Visits from school children.
- Exercise programmes.
- Games, puzzles and quizzes.
- Hand crafts - painting, flower arranging, card making.
- Musical entertainment.
- Newspaper readings.
- Regular outings - sightseeing, library.
- RSA welfare visits.



For a full list of activities visit our website www.bethsaida.co.nz under the Activities section.

VISITING

We welcome residents' families and friends to visit and socialise in any of our sunny main lounges or smaller, cosy lounges. Visitors are invited to enjoy morning or afternoon tea with their family member or friend in our care. Our residents have freedom to enjoy outings and events in the community.

SIGN IN AND OUT

For Health & Safety reasons, all visitors are required to sign in and out in the rest home foyer. We ask to be advised when you/residents are going to be away from the village, to ensure that medication can be administered at the correct times and that your personal safety is protected.

VISITING HOURS

Visiting hours are open however we ask that visitors respect our elderly residents during the evening hours and keep noise or visiting to a minimum.

There is no restriction on residents going out on excursions. Please be considerate of our other residents on entry and exit of the facility.

ACCESS

Visitors are requested to use the main entrance door for access to our facility.

5:00PM THE DOOR IS LOCKED FOR SECURITY REASONS.

After this time, simply use the doorbell and staff will be happy to answer and admit visitors.



WHAT THE FEES COVER

Completely provided for within the care facility fees:

FULL BOARD AND LODGINGS:

- All bedding, a bedside cabinet and wardrobe.
- All meals including fresh fruit.
- General laundry service.
- Cleaning services and supplies.
- Television, video and stereo system in lounge areas.

PERSONAL HYGIENE FACILITIES:

- Showering and bathing facility.
- Full or partial assistance with hygiene care.
- Care with and assessment of skin, nails and oral hygiene.

PERSONAL GROOMING SERVICES:

- Assistance with dressing as required.
- Assistance with preferred hair style.
- Use of hairdryer and management of hair removal if required.
- Assistance with accessories and make-up.

ACTIVITIES PROGRAMME:

- This is also incorporated into your individualised Care Plan.
- Items used for in-house programmes are supplied.

INDIVIDUAL CARE PLANS INCLUDE THE FOLLOWING:

- Assessment for pain management strategies.
- Behaviour management plans.
- Clinical assessment and management strategies to meet specific needs.
- Continence assessment and management strategies.
- Grooming and hygiene interventions.
- Mobility assessments and support strategies.
- Nutrition, hydration assessments and support strategies.
- Psycho-social needs and preferences.
- Rest/sleep special need requirements.
- Skin and wound care instructions.

PRIMARY HEALTH CARE

SUBSIDISED RESIDENTS

For subsidised residents, the following costs are covered in the Bethsaida Rest Home, Hospital & Village fees.

NON-SUBSIDISED/PRIVATE PAYING RESIDENTS

Non-subsidised/private paying residents are required to meet the following costs, with the exception of nursing care and general (non-individualised) equipment. These include:

- Ambulance transport when not covered by ACC.
- Continence supplies in accordance with assessment of need.
- General use equipment i.e. toilet chairs and shower stools.
- Laboratory services if referred by a Medical Practitioner.
- Medical Practitioner fees.
- Including on-call emergency services, when referred by the Registered Nurse, the difference in charges between Bethsaida's facility Medical Practitioner and your own personal Medical Practitioner, will be charged to the resident.
- Nursing care.
- Podiatry, physiotherapy or other allied health professional services, if referred/prescribed by a Medical Practitioner.
- Prescription charges and dispensing into packs for administration of routine (PHARMAC listed) medication.
- Speech/Language Therapy Assessment if referred by a Medical Practitioner.
- Wound dressings.



COSTS NOT COVERED

The following services are not covered in the fees charged, and will incur a charge for which all residents will be responsible for meeting:

- Additional pharmaceuticals other than routine (PHARMAC listed) or those deemed necessary by a Medical Practitioner.
- All personal hygiene items (private paying residents).
- Audiology services.
- Continence supplies where the subsidised resident is not clinically assessed as requiring such supplies i.e. used for comfort or psychological purposes rather than physiological.
- Dental services.
- Dry-cleaning.
- Hairdresser.
- Individual newspapers.
- Individualised equipment i.e. walking frames, individualised pressure support cushions etc.
- Legal and financial services.
- One-off entertainment fees i.e. restaurant meal charges.
- Optical services.
- Personal Contents Insurance.
- Private specialist consultations for single health treatment episodes.
- Rehabilitative services.
- Shopping services.



TRANSPORTATION

You may be eligible for Age Concern's 'Total Mobility Scheme'. Please contact Age Concern who provide assessment and provision of the Total Mobility Card and can supply further information:

Age Concern 03 579 3457

Please Note: These societies/memberships may incur an annual subscription fee.

Relatives are requested to transport residents to appointments whenever possible.

A WINZ Disability Allowance may be available to meet a family member's travel expenses to visit relatives in the facility. Regional contact phone numbers can be found on their website: www.workandincome.govt.nz.

TELEPHONES

There is a residents' portable phone available for use by Residents. Local calls are free of charge. Toll calls are unfortunately not able to be made from these phones. However, arrangements can be made for a telephone to be installed in your room at your own cost.

TELEVISION

Rooms are equipped with a standard TV connection. SkyTV or other television channel providers can be installed. The cost is met by the resident. Some rooms are equipped with a TV.

SKYPE OR ZOOM

A room with with a tv screen is available, residents can request to access.

MAIL

RECEIVING MAIL

All mail addressed to residents delivered to Bethsaida Village will be delivered to them on the day it arrives. We can assist residents to read their mail where necessary.

POSTING MAIL

Mail can be posted in the red, wall mounted letterbox in the Rest Home reception. We clear it: 4.30pm Monday to Friday.

SENDING EMAILS

We also encourage friends and relatives, particularly those who are overseas, to use email to contact you. Emails to be sent to: admin@bethsaida.co.nz. The staff will print out the email and deliver it to you.

ALCOHOL

We advise that only limited amounts of alcohol are consumed, as alcohol can interact with some medications adversely. Alcohol may be provided on special occasions. A Happy Hour is part of the Activities programme.

HAIRDRESSING

Hairdressing services are provided in our facility by making an appointment with our Reception. The hairdresser currently visits every Wednesday. The cost is met by the resident.

CHURCH SERVICES

We cater for all religious denominations through a rotating weekly roster of church services provided on the premises. Catholic services are held weekly. Residents can also attend church services in the community.

QUALITY MANAGEMENT PROGRAMME

We encourage you to take an active role in planning your care and we welcome regular meetings on a formal or informal basis to discuss matters relating to the service we provide. Resident meetings are held quarterly providing a forum for residents to express concerns, give praise and discuss daily issues within the Bethsaida's management as they arise.

As part of our Quality Management Programme, we conduct satisfaction surveys for both residents and their families. This enables us to monitor our service levels, ensure satisfaction and make adjustments and improvements as necessary.

ADVOCACY SERVICES

These are available for residents requiring additional individual support. A brochure is included for your information regarding this service or alternatively local advocacy services may be obtained through:

Blenheim Health and Disability Advocate
Phone 03 579 3457

To answer any further queries or for an inspection of Bethsaida Rest Home, Hospital and Retirement Village contact:

Kyla Hurley
Village Manager
Phone 03 578 3341 ext. 4 or 027 275 4527

INTERPRETER SERVICES

It's important to us that each resident has a full understanding, within their potential, of events in this facility and issues related to their care. To ensure this, we have access to Interpreter Services where there is an actual or perceived need. If a language barrier is evident, please do not hesitate to discuss this with our management team. Interpreters can be contacted through:

Wairau Hospital 03 520 9999

FEEDBACK & COMPLAINTS

Our focus is on delivering quality personalised care to meet the changing needs of our residents and providing a friendly, secure environment for our residents to relax and enjoy their lives.

FEEDBACK

We strive to make continual improvements in the care, services and activities we offer, and in our facilities. We welcome suggestions and comments which will allow us to make any possible improvements. Please also feel free to discuss any ideas and suggestions you may have.

LET'S FIND A SOLUTION

Our Complaints Policy objective is to enable complaints to be resolved in a manner that is resident appropriate, objective, fair for both the resident and for Bethsaida. If you have any concerns or there is something that you are worried about, please don't hesitate to speak to the Registered Nurse on duty at the time. Often problems can be quickly solved by the staff on duty.

COMPLAINTS

We take this feedback seriously as we always look to improve village life for our residents. The following is our Complaints Policy and Procedure for the formal lodging of any concerns or complaints you may have.



CONCERNS & COMPLAINTS POLICY

Bethsaida is committed to the delivery of quality care. Every resident must be afforded a high quality of care, delivered to them with dignity, regardless of situations that may make this difficult.

A complaint is any situation (no matter how small) which the resident, significant other, or staff, may feel unhappy with. It is important for the sake of the resident, significant others and the home that any such issues are resolved.

We encourage you to make any complaints about our service to us directly in the first instance. We are committed to resolve all complaints as soon as possible and we view these as opportunities to improve our service to you.

Address the complaint to the Village Manager and place it in the locked box provided, which is located at reception.

Alternatively, address the complaint to any other appropriate person such as an independent advocate or the Health & Disability Commissioner:

Free Phone 0800 11 22 33 or PO Box 1791 Auckland 1140.

Chairperson of the Board of Trustees: Bethsaida Trust. This phone number can be requested from Reception.

We give the resident absolute assurance that the continuity of service will be maintained during the investigation and resolution of any concern/complaint without prejudice.

This procedure is based on the principles of natural justice along the guidelines issued under Right 10 of the Health & Disabilities Services Consumers Code of Rights. The Code of Rights covers all aspects of the quality services but does not include complaints about which services are or are not provided.

All complaints are documented and noted on the complaints register.

The completed document pertaining to the complaint will then be placed on the relevant resident medical file or remain with the complaints register where the complaint relates to any other party.

CODE OF RIGHTS & RESPONSIBILITY POLICY

These Rights and Responsibilities clearly identify the principles by which Bethsaida Trust operates. Our residents can therefore be assured of a delivery of service based upon these Rights and Responsibilities.

YOU HAVE A RIGHT TO:

- Be treated with respect and dignity.
- Privacy and your confidentiality to be respected.
- Continue with cultural and religious practices and value systems which have determined your life in the past.
- Be free from harassment, coercion, discrimination and exploitation.
- Continue to be independent.
- Services of an appropriate standard.
- Information in a form that is understandable.
- Be consulted about all matters affecting you and to be informed and involved at all stages and to give informed consent.
- Access support.
- Choose involvement in teaching or research.
- Raise any concern or to complain.

YOU HAVE A RESPONSIBILITY TO:

- Treat fellow residents as individuals and with respect.
- Treat staff as individuals with dignity and respect.
- Co-operate with staff in looking after your health.
- Tell staff when you are leaving home, whom you will be with and when you expect to return.
- Treat the home with care.
- Keep financial matters current.
- Comply with our smoking policy.
- Observe our house rules.

THANK YOU FOR TAKING THE TIME TO FIND OUT ABOUT BETHSAIDA VILLAGE WITH HOSPITAL, REST HOME AND VILLAS.



Bethsaida

REST HOME • HOSPITAL • RETIREMENT VILLAGE

Relax. You're in good care.